DATE POSTED: **AUGUST 11, 2006**

REQ. # 06-216

NOTICE OF JOB OPENING
ST. LUCIE COUNTY BOARD OF COUNTY COMMISSIONERS
EQUAL OPPORTUNITY EMPLOYER
2300 Virginia Avenue   Fort Pierce, Fl. 34982 – 5652
Telephone (772) 462-1546   Jobline (772) 462-1967
http://co.st-lucie.fl.us

This position must be posted for at least five (5) working days from **08/11/2006** TO **08/18/2006,**
but will remain open until filled.

DEPARTMENT/DIVISION
UTILITIES

POSITION AVAILABLE
BILLING SUPERVISOR

OF OPENINGS
1

STARTING SALARY
$13.38 / HR.

COMMENTS

VETERANS PREFERENCE
It is the policy of St. Lucie County to give preference to eligible veterans and spouses of veterans in appointment and retention in county employment positions in accordance with Chapter 295, Florida Statues, and Chapter 22VP-1, Florida Administrative Code. Copies of Chapter 295 and Chapter 22VP-1 are available for review in the Human Resources Department.

JOB CODE 940
PAY GRADE 15
SALARY : $13.38 - $20.59
UTILITY BILLING SUPERVISOR

MAJOR FUNCTION: Responsible clerical and public contact work in providing assistance and general customer information regarding utility services. Responsible supervisory position for all billing activities, collections, delinquency processes, and supervision of customer service related activities.

KNOWLEDGE, ABILITIES AND SKILLS NEEDED TO PERFORM THE ESSENTIAL JOB FUNCTIONS OF THE POSITION:

Knowledge: Considerable knowledge of standard office methods and procedures; well informed on County ordinances and regulations; considerable knowledge of policies and procedures of the Utilities department.

Abilities: Ability to utilize computers for data input; ability to meet and deal with people effectively; ability to provide information about County procedures, regulations, fees and ordinances. Ability to maintain records and reports; ability to supervise customer service; ability to process and resolve collection and delinquency issues. Ability to work independently without direct supervision. Ability to establish and maintain effective working relationships with the public and fellow employees.

ESSENTIAL JOB FUNCTION: Responsible for processing all billing activities and supervise billing. Preparation of monthly accounts receivable reporting. Research and respond to all customer correspondence and follow up. Address all customer complaints and problems referred from Customer Service Specialists. Check and approve all Adjustment Forms for customer accounts. Monitor delinquent accounts and handle collections of delinquent accounts. Insure Customer Service Specialists follow guidelines of Water and Wastewater Service Policies for all Districts. Coordinates with Utility Services Manager in the management of customer billing system and customer service. Performs related work as requested or assigned.

ESSENTIAL PHYSICAL SKILLS: Use of both hands and fingers with dexterity. Good vision and hearing with or without correction. Occasional walking, standing and stooping. Ability to lift occasionally 30 lbs.

ENVIRONMENTAL CONDITION REQUIREMENTS: Constant work inside the office in a sedentary posture.

WORK HAZARDS: Possible vision dysfunction due to heavy computer work.

EDUCATION: Graduation from an accredited high school or possession of an acceptable equivalency diploma.

EXPERIENCE: Five years experience in customer service, bookkeeping and collection duties involving frequent public contact. A comparable amount of training and experience may be substituted for minimum qualifications.

LICENSE, CERTIFICATION OR REGISTRATION: A valid Florida Driver's License and a good driving record may be required.

Union	Non-Union ✔	Exempt	Non-Exempt ✔

Revised 08/2005